

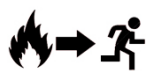


Customer Guide

No. 1 Clock Tower Park
Longmoor Lane,
Liverpool.
L10 1LD



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1. Fire Precautions

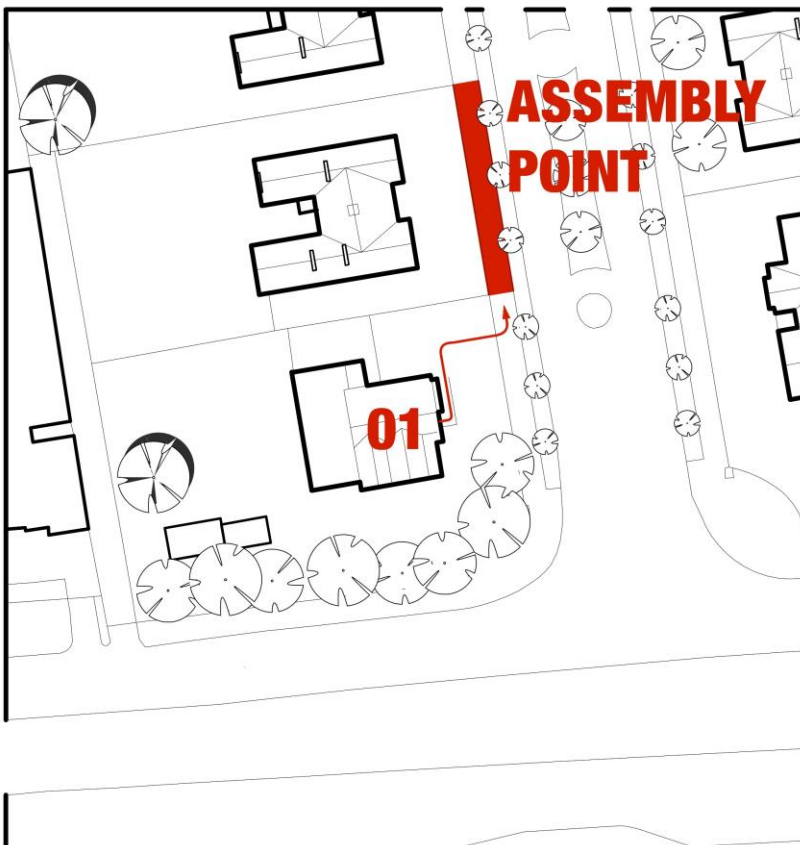
A full fire risk assessment has been prepared by NBT Offices and issued to all customers prior to occupation. All persons who occupy the building should read this. What follows are some key points:

- It is important that no objects, cycles or any other materials are left in the corridors or escape routes. Fire doors must not be propped open or obstructed in any way.
- All rooms contain hard-wired combined heat and smoke detectors. The alarm system is located off the ground floor lobby and should be tested weekly. A fire plan is attached to this document and displayed in the ground floor lobby.
- Fire extinguishers are located in the main lobby area. A separate fire extinguisher and fire blanket is located in the ground floor kitchen.
- All doors have a manual thumb turn lock to the inside, allowing you to escape without the need to use keys.
- Fire plans that show the location of the Gas, Water and Electric shut off points is located in the ground floor and first floor hallway.

In the event of a fire:

- Dial 999
- Only attempt to put out the fire if it is safe to do so, using the extinguishers provided.
- Exit via the nearest fire escape route
- Close all doors behind you
- Do not stop to collect belongings
- Do not re-enter the building unless authorised to do so.

Please go to the assembly point indicated below:



:

Fire Alarm Testing

The fire alarm will be tested weekly on a **Wednesday at 10am**

Twice per year it is a legal requirement that we undertake a planned evacuation of the building. Please ensure that all staff are aware of the fire alarm procedures for the building.

2. Emergency Contacts

Should you have an emergency outside of core business hours that requires assistance from NBT Offices please contact the Estates Manager on 07557 378 177. Assistance will be provided in the case of a genuine building issue. All other matters will be picked up within business hours

In the event of an emergency, you can dial 999 for assistance. In addition to this, Aintree University Hospital A&E department is a 5 minute drive away.

3. Internet Systems

- A high speed 100mbps download and 100mbps upload direct lease line internet system is provided.
- The benefits of this are:
 - The internet speed to the building is guaranteed as we do not share the bandwidth with the local area.
 - The internet speeds are over 15 times faster than the currently available BT service.
 - The upload is as fast as the download- crucial for customers who upload large amounts of data to cloud based servers and other off site back-up systems
 - The system is large enough to carry VoIP phone systems as a customer option- this is covered in the next section
- The building has an extensive CAT6 network providing this internet service.
- For security and privacy, each office has its own dedicated internet connection (specific VLAN configuration for each room and not a shared network throughout the building)
- A Cisco firewall is has been installed.
- The internet can be accessed by simply plugging in your computers directly into one of the CAT6 sockets or via a wireless device should you choose to use one.
- The service is provided by Baltic Broadband.

It is important to state that NBT Offices are only responsible for the internet connection to the CAT6 ports and not any tenant installed WIFI, network or other IT conduit device.

4. VoIP Phone System

- The high capacity internet system is also designed to offer a VoIP telephone service at an additional cost to customers that wish to have this service.
- The advantages of this service are as follows:
 - Costly physical cabling is not required as the system is in place
 - No long connection wait times or order periods
 - Swift provision is possible as it only takes minutes to set up your system
 - VoIP services offer savings of around 50% when compared to traditional phone line services

5. Meeting Room

All meeting rooms at Clock Tower Park can be accessed using our online booking system : <https://clocktoweroffices.skedda.com/>

The meeting rooms are displayed at the top of the page, the times below:

DAY	MONTH	GRID	LIST	THURSDAY, 19 OCTOBER 2023						SPACES
05:00				1 Clock Tower Park (10 Person)	3 Clock Tower Park (6 Person)	5 Clock Tower Park (6 Person)	16 Clock Tower Park (8 Person)	18 Clock Tower Park (8 person)	Chimney Building Meeting Room	Clock Tower Meeting Room
06:00				Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations	Click the 'i' icon above for meeting room locations
07:00										
08:00										
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15:00										
16:00										
17:00										
18:00										
19:00										
20:00										
21:00										

Just click on the available time slot you want and fill in the form as it appears below:

NEW BOOKING

BOOKING TYPE* User booking Internal use Unavailable

DATE & TIME* Thursday, 19 October 2023 From 09:00 to 09:30

REPEAT* None

SPACES* 3 Clock Tower Park (6 Person)

HOLDER* Casual user (no details needed)

BOOKING TITLE An optional booking summary

NOTES Any further information (visible only to booking administrators)

Confirm booking Cancel booking

The first time you go onto the website and click a time slot you will be asked to register with your name and email. Everytime you book after this, your name will be on the drop down list when you book a room.

For the sake of everyone in the development:

- Please clear the table surfaces after you use them as a courtesy to the next user
- Do not leave any bottles, mugs, glasses etc. in the room after you use it.
- Please close all windows and turn off the lights
- If you cannot make the meeting, please cancel it online.

Information on each meeting room is available by pressing the "i" logo at the top of each row. A room location and images of the meeting room are there also.

6. Post

- The full address is

<Office Number>
1 Clock Tower Park
Longmoor Lane
Fazakerley
Liverpool
L10 1LD

- The site was previously known as Newhall Campus, so whilst we are establishing the site as Clock Tower Park, you may find that suppliers can identify the site under it's former name Newhall Campus
- The Royal mail have access to the post boxes however, given the rise of TNT and other post services, it is not possible to arrange access to all private courier services
- Please include your office number on all parcels to ensure the courier can all you on the intercom.
- The reception desk can take parcels unless they need signing for.
- NBT Offices cannot accept responsibility for any post or parcels left in the lobby or reception area.

7. Facilities

Kitchen

- The building has been fitted with new a new kitchen with integrated appliances.
- It is important to note that toasters, microwaves or any cooking appliance must NOT be used anywhere else but the kitchen. This is due to fire regulations: the ground floor kitchen has a designated fire exit and is located in the rear corner, avoiding the risk of anyone needing to escape past this room.
- All new appliances have warranties held by the management company. In the event of a fault please report this to the Estate Manager and DO NOT attempt to fix these yourself.
- In the event of any appliance fault, please switch the equipment off at the isolator plugs located in the kitchen cabinet.
- No additional toasters, kettles, microwaves or other cooking appliance maybe brought into the building.
- The kitchen cupboard fronts are a high gloss finish and should be cleaned with a damp soft cloth and NOT dish scorers or abrasive cleaning products. The kitchen worktop is formica laminate. Whilst a durable finish, care should be taken not to scratch or chip this worktop surface please.
- Kitchen cupboards have been allocated an office by office basis
- It is the individual responsibility of customers to wash up the crockery and cutlery that they use, it should not be left to other users

Cycle Stands & Shower

- Bicycles maybe securely fixed to the bike stands in the courtyards.
- This courtyard has a coded access to each fence.
- A CCTV camera is placed in this area.
- NBT Offices cannot take responsibility for customer bicycles.
- A unisex shower & toilet is provided adjacent to the courtyard area, off the main kitchen.

Disabled Access

- When working with Listed buildings it is not always possible to provide disabled access to all areas however, every effort has been made to ensure the ground floor facilities are accessible.
- A ramped access has been tainted to the front door
- A unisex disabled toilet is provides adjacent to the staircase.

- Wide corridors and doors are maintained throughout the ground floor

Gardens

- An enclosed outdoor area with seating is provided off the main kitchen
- The garden area to the rear has been maintained for tenant use

Smoking

- The building is a no smoking area, e-cigarettes are classed as cigarettes and as such are not permitted within any part of the building
- A wall mounted ashtray has been installed on the right hand wall as you enter the main garden, please utilise this area should you smoke

8. Security & Intercoms

The following systems are in place:

- A CCTV system to the outside walls of the building.
- CCTV cameras in the entrance area and corridors
- An alarm system connected to a security call centre, informing the police if an intrusion
- Whilst the building is insured by NBT Offices, customer content is not. We would advise that all customers take out suitable content insurance for their property.
- A numeric keypad has also been installed for all customers to gain access to the building. In addition to this, the front door has a manual lock.
- The intercom system is a one call button per office panel.

We would recommend that occupiers on the ground floor close their window blind's at the end of each day as measure of good housekeeping.

9. General Building Information

Cleaning

- It is NBT Offices responsibility to maintain both the common area's and the offices
- Offices will be cleaned weekly – for details of days/times, please speak with the Estates Manager
- Should you wish your desks to be cleaned please ensure that they are left clear; cleaners will not move customer papers or belongings
- Please report any issues to the Estates Manager

Refuse

- Large refuse containers are located behind the timber screen to the front of the building.
- The refuse collection is Wednesday
- These will be moved and emptied by the refuse collector- as these are heavy, please do not attempt to move these yourself.
- It is the customer's responsibility to empty their office bins. Bins found in the kitchen and washrooms are the responsibility of the landlord
- Please do not leave bags of rubbish anywhere in the development

Listed Building Status

- The entire Clock Tower Park estate is Grade II listed by English Heritage

- The conversion works have been done in strict accordance to planning and conservation rules and no adaptations to the building's fabric are allowed without the NBT Offices permission who, in turn, will have to seek local authority permission to undertake such alterations.
- No installation of SKY dishes, new service runs or any another media provider's equipment or conduits are allowed without the landlord's permission.
- All window have been refurbished in strict accordance with the Listed Building guidelines and conservation advice. These are the original Victorian hardwood frames with new glazing panels and refurbished sash cords - please do not adjust these or alter the windows.
- In the event of any damage to the glass or windows, please contact NBT Offices immediately. Please do not get the window fixed yourself as this requires a specialist joiner.

Emergency Lighting

- The ground and first floor hallways are served with an emergency lighting system
- This consists of emergency rated low energy lights that contain an integrated battery pack, allowing the lights to remain illuminated for 3 hours in the event of a power failure.

Fire Alarm System

- A new fire alarm system has been fitted to all areas of the building.
- Hardwired combined heat and smoke detectors are fitted to all rooms, heat detectors to the tea points and kitchens
- The fire alarm panel is located in a cupboard off the hallway- please refer to the attached fire plans in the fire risk assessment .
- A fire plan has been put in the ground floor hallway- this must remain on display in an immediately obvious location to enable to fire brigade to identify the shut off points in the event if an emergency.

Power, Heating and Water

- New heating pipework has been installed to run a gas fired heating system to all areas of the building.
- Each office's radiators has a thermostatic valve to allow you to control the heating temperature.
- A new electric system has been fitted to all areas of the building.
- All new kitchen appliances have been fitted with isolator switches.
- The electric panels, meters and trip switches are located in the cupboard off the hallway- please see the fire plan in the fire risk assessment for more details.

Emergency Shut Off Switches and Valves

- In the event of a gas or water problem the shut off valves and switches are located in the services cupboard in the kitchen.
- In the event of an electricity problem (or need to shut off in an emergency) the meter are located in a cupboard off the main hallway.
- The fire alarm panel is located in a cupboard of the hallway.
- A fire plan (to be displayed in the hallway) shows the location of the emergency shut off valves and switches.

10. Local Amenities

Cash point

- The closest cash machine is located at the Post Office, directly opposite Clock Tower Park

Post Office

- The Post Office is located directly opposite the entrance to Clock Tower Park. It's opening hours are as follows:

Monday – Friday: 9:00am – 5:30pm
Saturday: 9:00am – 12:30pm

Local Convenience stores

- Tesco Express is a five minute walk if you turn left out of the estate. It has a cash machine and is open:

Monday – Sunday: 7:00am – 11:00pm

- Aldi is a 10 minute walk if you turn right out of the state and is open:

Monday – Saturday: 8:00am – 10:00pm
Sunday: 10.00am – 4:00pm

- Lavelles Sandwich Bar is located opposite Clock Tower Park and serves a wide selection of breakfast and lunch items. It is open:

Monday – Friday: 7:30am – 2:30pm
Saturday: 8:30am – 1:00pm

- Subway is located next to the Tesco Express and is open:

Monday – Saturday: 7:00am – 9:00pm
Sunday: 8:00am – 6:00pm

Petrol Station

- There is a 24 hour Shell garage located on your left, 0.2 miles after you turn left out of the estate